



MASSACHUSETTS
HEALTH POLICY COMMISSION

ACO Certification Overview and Application System Training

July 11, 2017

ACO Certification Program Timeline



April 27, 2016 – HPC Board approved final ACO Certification Criteria

May 2016 – March 2017 – HPC developed detailed requirements and application system

March 2017 – June 2017– Beta Launch for application system testing

Mid-June 2017 – Application system open for all Applicants
June 8, June 22, 2017 – In-person trainings
July 11, 2017– Webinar training

October 1, 2017 – Application submission deadline for MassHealth ACOs

Rolling to December 1, 2017 – HPC issues certification decisions
HPC expects to issue decisions within 60 days of application receipt
Certification decisions are valid through December 31, 2019



AGENDA

- APPLICATION REQUIREMENTS AND PLATFORM USER GUIDE (PUG)
 - Overview of Certification Standards
 - “Applicant” and Component ACOs
 - Confidentiality
- HOW TO APPLY: APPLICATION SYSTEM DEMO AND TRAINING
 - Overview
 - Completing the Intent to Apply Form
 - Completing the Application in OnBase
- PROVIDING FEEDBACK TO / GETTING ASSISTANCE FROM THE HPC
 - IT / OnBase access assistance
 - How to report critical issues
 - How to report general feedback
 - Weekly office hours



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Overview of ACO Certification Criteria

Pre-requisites

4 pre-reqs.
Attestation only

- ✓ Risk-bearing provider organizations (RBPO) certificate, if applicable
- ✓ Any required Material Change Notices (MCNs) filed
- ✓ Anti-trust laws
- ✓ Patient protection

1 Assessment Criteria

6 criteria
Sample documents, narrative descriptions

- ✓ Patient-centered, accountable governance structure
- ✓ Participation in quality-based risk contracts
- ✓ Population health management programs
- ✓ Cross-continuum care: coordination with BH, hospital, specialist, and long-term care services

2 Required Supplemental Information

9 criteria
Narrative or data
Not evaluated by HPC but must respond

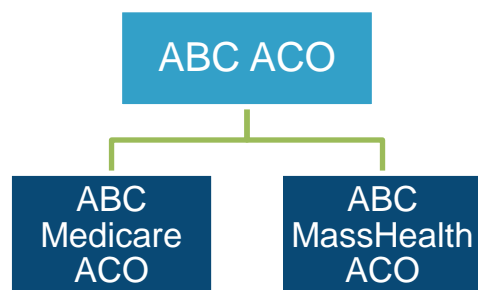
- ✓ Supports patient-centered primary care
- ✓ Assesses needs and preferences of ACO patient population
- ✓ Develops community-based health programs
- ✓ Supports patient-centered advanced illness care
- ✓ Performs quality, financial analytics and shares with providers
- ✓ Evaluates and seeks to improve patient experiences of care
- ✓ Distributes shared savings or deficit in a transparent manner
- ✓ Commits to advanced health information technology (HIT) integration and adoption
- ✓ Commits to consumer price transparency

Definition of the Applicant for Certification

Overview

The Applicant must be the health care provider or provider organization that has **common ownership or control of any and all corporately affiliated contracting entities that enter into risk contracts on behalf of one or more health care providers (Component ACOs).**

Example



- ABC ACO holds risk-based contracts with commercial payers
- ABC also owns a Medicare ACO, which contracts directly with Medicare and has a separate Governing Body
- ABC is creating a new ACO to contract with MassHealth; it will also be owned and operated by the parent ABC ACO

ABC ACO is the Applicant and, if all criteria are met, will be certified *inclusive* of its component commercial, Medicare and MassHealth ACOs

Confidentiality for ACO Certification Materials

Nonpublic clinical, financial, strategic or operational documents or information submitted to the HPC in connection with ACO certification have confidentiality protections pursuant to M.G.L. c.6D, sec. 2A. The HPC may make the information public in de-identified summary form, or when the commission believes that disclosure is in the public interest.

Information for Public Reporting

Applicant name, contact info

Component ACO(s) name, contact info

AC-2: Position of patient/consumer rep within the governance structure;
Description of patient and family advisory committee(s);
Public narrative demonstrating ways the governance structure seeks to be responsive to patient population needs.

AC-4: Name(s) of payer(s) with which Applicant and Component ACOs have quality-based risk contract(s)

Information for Public Reporting *If the Applicant Consents*

Portions and/or summaries of responses to all other AC and SI questions

Questions



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ACO Certification Application Process Overview

- 1 Complete and submit the online Intent to Apply (ITA) form:
[HPC - ACO Certification Intent to Apply Link](#)
- 2 Complete the required downloads for the OnBase application system, receive ITA approval and credentials via email, log into OnBase
- 3 Complete and submit the ACO Certification application (all Pre-requisites, Assessment Criteria, Supplemental Information questions, Confidentiality questions, and Final Signature) in OnBase

What is OnBase?

- OnBase is a document management software program selected by the HPC to deliver the ACO Certification application
- OnBase is licensed by the Commonwealth of MA IT department, and used by a variety of state agencies for various purposes
- The HPC has worked to configure OnBase specifically for the ACO Certification program, within the system limitations

1

Completing the ITA Form

1



Navigate to the Intent to Apply form: [HPC - ACO Certification Intent to Apply Link](#)

2

Review ITA field requirements and determine the Applicant, Component ACOs, Applicant Contact, Primary Application Contact, and Additional Users

3

[Print Application](#)

Fill out the ITA. Print a copy for your records, then click Submit.

ITA Form - Contents

Massachusetts Health Policy Commission ACO Certification Program



Intent to Apply

An Applicant for ACO Certification must complete the form below to begin the application process. After submitting this form, the Primary Application Contact and any Additional Users requested will receive credentials and instructions for accessing the ACO Certification Application System.

-

Please note: the health care provider or provider organization applying for certification (the Applicant) must have common ownership or control of any and all corporately affiliated contracting entities that enter into risk contracts on behalf of one or more health care providers (Component ACOs). Please see the ACO Certification Application Requirements and Platform User Guide (PUG) for further guidance and important information for Applicants.

-

Applicant Information

Applicant Contact Information

Component ACO Information

Primary Application Contact Information

Additional Application Users

Applicant Information and Applicant Contact Information

Applicant Information

Has the Applicant previously submitted an Intent to Apply form for ACO Certification and been given an ACO ID? If yes, check the "Have ACO ID" checkbox and enter the ACO ID below.

☐ Have ACO ID

Did the Applicant (inclusive of its Component ACO(s)) submit a response to participate in the MassHealth ACO Program?

Please select one then click the Tab key: *

☒ Yes, seeks to participate in the MassHealth ACO Program

☐ No, does not seek to participate in the MassHealth ACO Program

If yes to the above, please answer the following question:

Is the Applicant seeking full ACO Certification or Provisional ACO Certification? (Check one of the following) *

☐ Seeking full ACO Certification

☐ Seeking Provisional ACO Certification

Applicant Information:
Collects basic information to understand MassHealth ACO Participation, and full or provisional certification.

Applicant Contact Information:
Collects organization info and contact info for an individual to be publicly listed as the public contact for ACO matters.

Applicant Contact Information

Note: the Applicant contact supplied below will be publicly listed on the HPC's website as the primary public contact for ACO-related matters.

Applicant Legal Name (d/b/a) *

Applicant Contact Prefix

 ▼

Applicant Address *

Applicant Contact First Name *

Applicant City *

Applicant Contact Last Name *

Applicant State *

Applicant Contact Title *

Applicant Zip Code *

Applicant Contact Phone # *

Tax Identification Number (TIN) *

Applicant Contact Email *

Component ACO, Primary Application Contact and Additional Application Users

Component ACO Information	
Component ACO Legal Name (d/b/a)	Component ACO (TIN)
<input type="text"/>	<input type="text"/>

Primary Application Contact Information	
Note: the Primary Application Contact is a platform user and the person designated to be the HPC's primary contact for purposes of ACO Certification.	
Application Contact Prefix <input type="text"/>	Primary Application Contact Phone # * <input type="text"/>
Primary Application Contact First Name * <input type="text"/>	Primary Application Contact Email * <input type="text"/>
Primary Application Contact Last Name * <input type="text"/>	Primary Application Contact User ID <input type="text"/>
Primary Application Contact Title * <input type="text"/>	

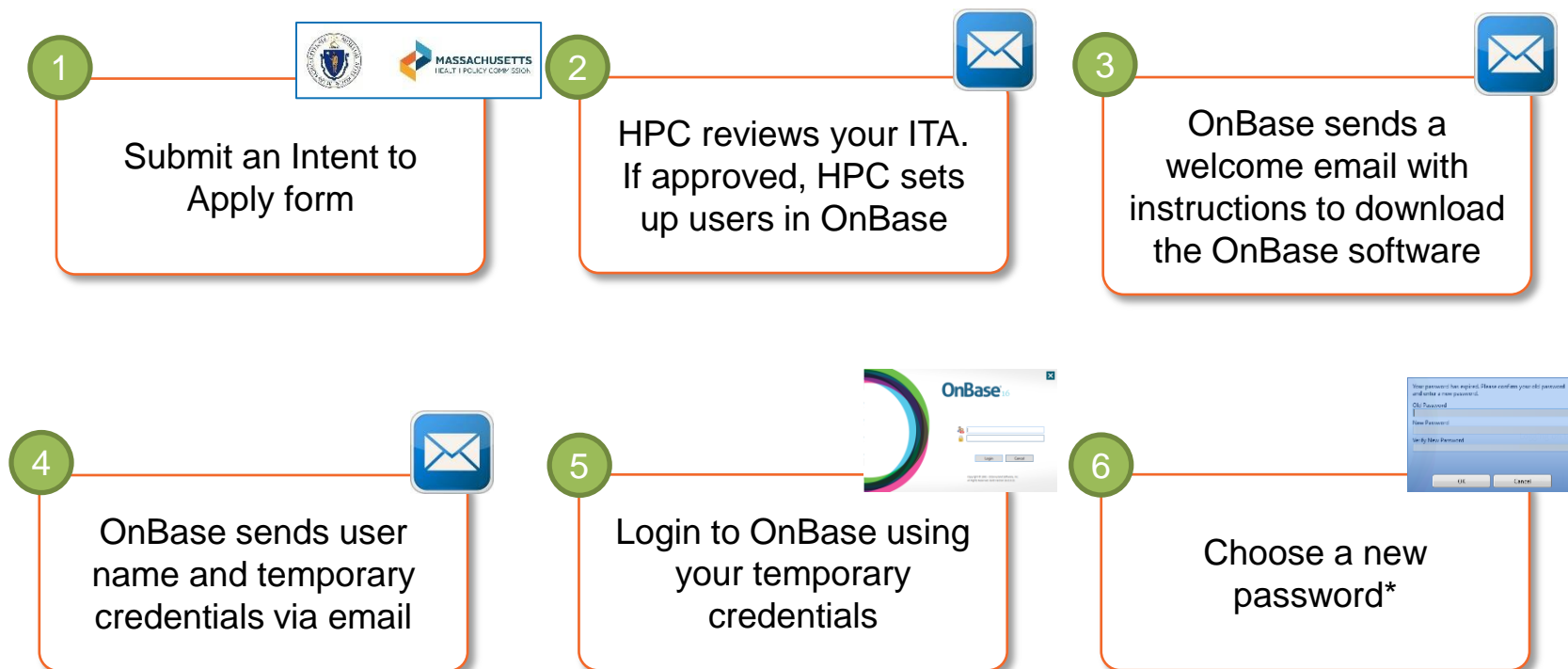
Additional Application Users		Add
User Prefix <input type="text"/>	User Email * <input type="text"/>	Remove
User First Name * <input type="text"/>	ACO User ID <input type="text"/>	
User Last Name * <input type="text"/>	ACO User Password <input type="text"/>	
User Title <input type="text"/>		

Tips on Completing the ITA

- Assemble all the information you need first, and fill out the form in one sitting. The form will “time out” and submission will not work if you leave it open and incomplete for an extended period.
- Fields marked with a red asterisk are required.
- If the Applicant does not have Component ACOs, skip / leave that section blank.
- Use the Print Application to print a copy of your completed ITA for your records before submitting.

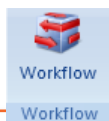
Questions

2 ITA Submission, Review/Approval, and Logging into OnBase



**Note – OnBase may prompt you to change your password multiple times. This is a known system behavior. To minimize your inconvenience, please note that you may reuse the same password if you are prompted to change it repeatedly.*

Finding, Completing and Submitting Your Application in OnBase



1

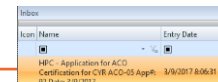
After logging into OnBase, select the “Workflow” button

2



Select the arrow to the left of “HPC Certification Processing”, then select “ACO - Application Process”

3



Select your application in the OnBase “Inbox”

4



Complete the ACO Applicant and Pre-requisites tab. After you respond “yes” on all prerequisites and click “Save” on that tab, additional application tabs appear

5



Continue navigating through each tab to answer the Assessment Criteria, Supplemental Information questions, and other content

6



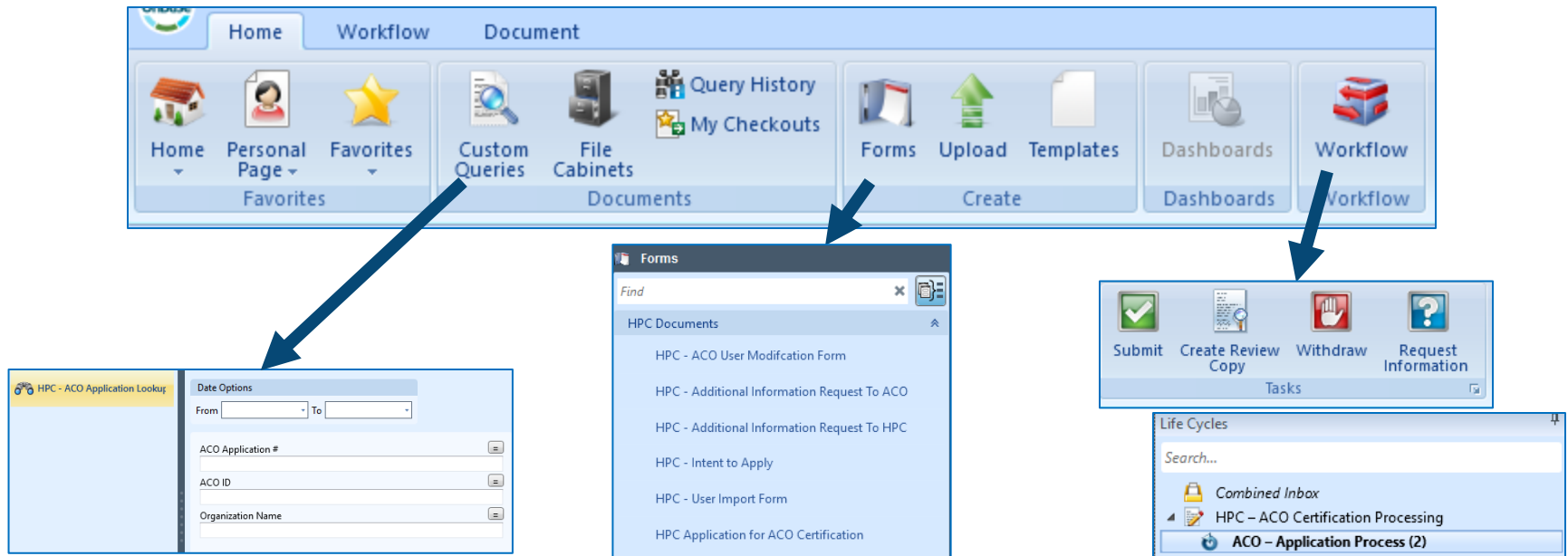
Click “Save” on any tab to save all your work. When finished, click “Submit” to submit your application to the HPC for review

7



OnBase sends an email confirming your submission

Getting Oriented: Main Functions That You Will Use in OnBase



Custom Queries

Search for your application and all related docs (e.g. attachments) by:

- Date range
- Your ACO Application ID
- Your ACO ID
- Your Organization Name
- Use "*" as a search wildcard

Forms


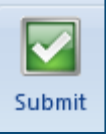

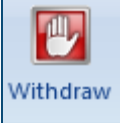

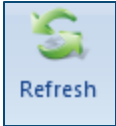
Access to a form allowing you to request OnBase access for a new user

Workflow


Core application functionality that enables:

- ACO Application Submission
- Creating a PDF copy of your application for review
- Request to withdraw your application
- Request information

Workflow Buttons

Button	Used for
	“Save” appears on the bottom of each tab of the ACO application form. This button saves all of the information that you’ve entered into your application, including question responses and attachments.
	Submits all questions responses and all attachments to HPC. This is the very last step that you should take. After submitting, you will be able to access to the Review Copy/PDF version of your submission via Custom Queries. You will no longer have access to the forms and individual attachments.
	Creates a PDF of your entire application, including question responses and attached documents. It takes 2-3 minutes for the PDF to be generated and then appear in the “Related Items” section. If it does not appear after that, try Refresh (see below).
	Sends a request to HPC to withdraw your application. ACOs are advised to speak with the HPC if contemplating withdrawal.
	Sends a note to HPC with if you have a question about the application.
	Reloads/refreshes the Inbox and Related Items areas (particularly useful after you have created a PDF/Review Copy and are waiting for it to appear).

Another Option in Workflow : “Change Layout”

- You can choose how your application is displayed on the screen in Workflow
- “Classic” layout
 - Used for this webinar training
 - Displays the Inbox and Related Items in boxes on the left side of the screen
- “Simple” layout
 - Displays the Inbox and Related Items toward the top of the screen, above the application tabs
 - May be the default layout that you see when you log in for the first time
- To change from one view to another, click the  button at the top left of your Workflow screen

Classic Layout

The screenshot displays the OnBase (MassIT) Classic Layout interface. The top navigation bar includes 'Home', 'Workflow', and 'Document' tabs. Below this is a toolbar with various actions like 'Close This Layout', 'Secondary Viewer', 'Primary Viewer', 'Refresh', 'Apply Filter', 'Auto Work', 'Override Auto-feed', 'Route Item', 'Take Ownership', 'Release Ownership', 'Execute Script Task', 'Submit', 'Create Review Copy', 'Withdraw', and 'Request Information'.

The left sidebar contains a 'Life Cycles' section with a search bar and a list of items: 'Combined Inbox', 'HPC - ACO Certification Processing', and 'ACO - Application Process (1)'. Below this is an 'Inbox' section with a table of items. The 'Related Items' section shows a PDF document titled 'HPC - ACO Certification Request Form (PDF) for CYR ACO-01 App#: 106 Date: 6/8/2017'.

The main content area is titled 'Primary Viewer' and displays the 'Application for ACO Certification' form. The form header shows 'HPC - Application for ACO Certification for CYR ACO-01 App#: 106 Date: 6/8/2017'. The form is divided into several sections: 'ACO Applicant Info and Pre-requisites', 'AC-1: Governance Structure', 'AC-2: Patient/Consumer Representation', 'AC-3: Performance Improvement Activities', 'AC-4: Quality-based Risk Contract(s)', 'AC-5: Population Health Management Programs', 'AC-6: Cross-continuum Care', 'SI-1: Patient-centered Primary Care', 'SI-2: Needs and Preferences of ACO Patient Population', 'SI-3: Community-based Health Programs', 'SI-4: Patient-centered Advanced Illness Care', 'SI-5: Quality and Financial Analytics', 'SI-6: Patient Experience of Care', 'SI-7: Distribution of Shared Savings or Deficit', 'SI-8: Advanced Health Information Technology (HIT)', 'SI-9: Consumer Price Transparency', 'Confidentiality', and 'Final Signature'.

The 'Applicant Information' section includes fields for 'ACO ID' (CYRA106), 'ACO Application #' (106), 'ACO Type' (FULL), and 'ACO Application Status' (PENDING APPLICATION COMPLETION). It also includes a question: 'Did the Applicant (inclusive of its Component ACO(s)) submit a response to participate in the MassHealth ACO Program?' with radio button options for 'Yes, seeks to participate in the MassHealth ACO Program' and 'No, does not seek to participate in the MassHealth ACO Program'.

The 'Applicant Contact Information' section includes fields for 'Applicant Legal Name (d/b/a)' (CYR ACO-01) and 'Applicant Contact Prefix' (MR).

Simple Layout

The screenshot displays the OnBase (MassIT) application interface. The top navigation bar includes 'Home', 'Workflow', and 'Document' tabs. Below this is a toolbar with various icons for document management, including 'Close This Layout', 'Secondary Viewer', 'Primary Viewer', 'Refresh', 'Apply Filter', 'Auto Work', 'Override Auto-feed', 'Route Item', 'Take Ownership', 'Release Ownership', 'Execute Script Task', 'Submit', 'Create Review Copy', 'Withdraw', and 'Request Information'.

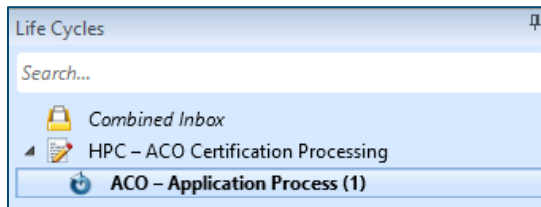
The left sidebar shows 'Life Cycles' with a search bar and a list of items: 'Combined Inbox', 'HPC - ACO Certification Processing', and 'ACO - Application Process (1)'. The 'Related Items' section below it shows a list of items, including 'HPC - ACO Certification Request Form (PDF) for CYR ACO-01 App#: 106 Date: 6/8/2017'. A red circle highlights the 'Inbox', 'Related Items', and 'User Interaction' buttons.

The main content area is titled 'Primary Viewer' and displays the 'Application for ACO Certification' form. The form is divided into sections: 'ACO Applicant Info and Pre-requisites', 'AC-1: Governance Structure', 'AC-2: Patient/Consumer Representation', 'AC-3: Performance Improvement Activities', 'AC-4: Quality-based Risk Contract(s)', 'AC-5: Population Health Management Programs', 'AC-6: Cross-continuum Care', 'SI-1: Patient-centered Primary Care', 'SI-2 Needs and Preferences of ACO Patient Population', 'SI-3 Community-based Health Programs', 'SI-4 Patient-centered Advanced Illness Care', 'SI-5 Quality and Financial Analytics', 'SI-6 Patient Experience of Care', 'SI-7 Distribution of Shared Savings or Deficit', 'SI-8 Advanced Health Information Technology (HIT)', 'SI-9 Consumer Price Transparency', 'Confidentiality', and 'Final Signature'.

Below the form sections, there is a welcome message: 'Welcome to the ACO Certification Application. Please review the information below, pre-populated from your Intent to Apply submission.' followed by instructions: 'To access the remainder of the application, please complete the Pre-requisite Attestations below. Additional application tabs will appear once you have completed the pre-requisites and saved the form below.'

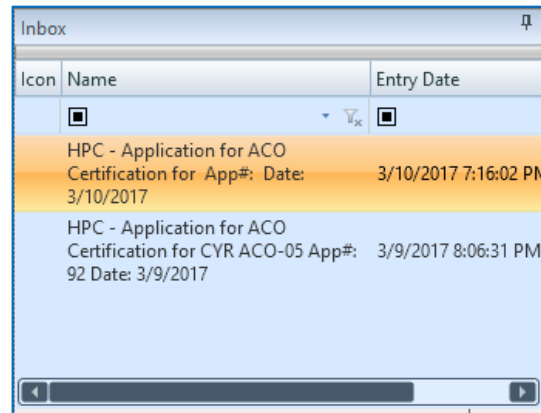
The 'Applicant Information' section at the bottom shows the 'ACO ID' as 'CYR106' and the 'ACO Application #' as '106'.

Detail on Finding Your Application and Attached Documents



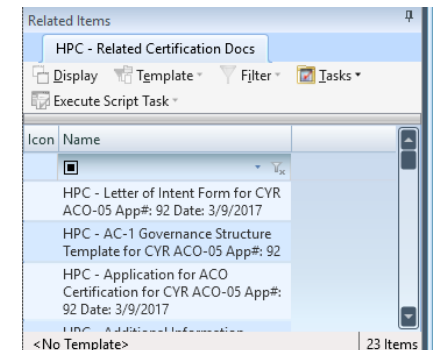
Life Cycles

Click on the ACO - Application Process queue



Inbox

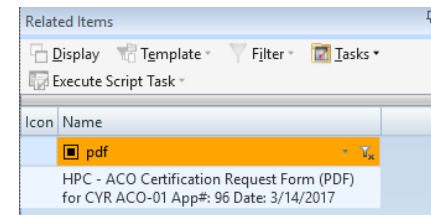
Click on your application to view and edit it



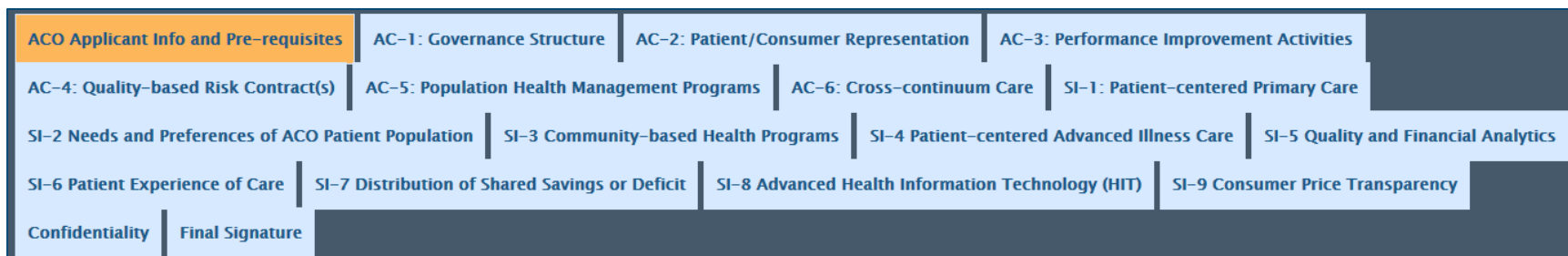
Related Items

Access your application and supporting documents, including attachments:

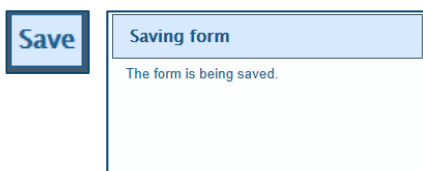
- Use the search box to quickly find certain items, e.g. PDF.
- After submission, you will only be able to access the final submitted PDF



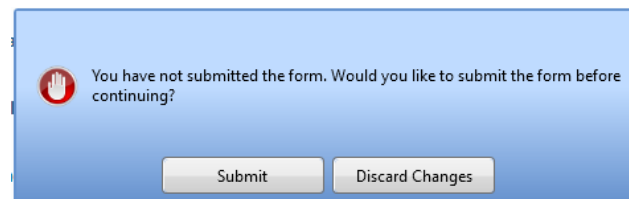
Detail on Navigating Tabs and Saving Work



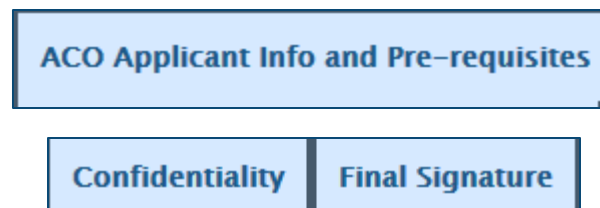
- Navigate to each section of the application via the tabs at the top of the page
- Complete the application questions and/or attach files as needed (see next slide)
- Use the “Save” button to save changes (will save across all tabs).



- If you navigate to another tab or try to exit OnBase without saving, OnBase will ask if you want to “submit”. In this case, “submit” means *saving* the form, **NOT** final submission to HPC. Click “Submit” to avoid losing your work.



- Pre-requisites, Confidentiality and Final Signature tabs **MUST** be completed before you can submit your application for review.



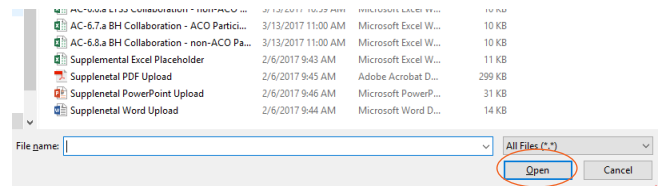
Detail on How to Attach Documents

1 Click the “Attach” button under the appropriate heading.

AC-1 Governing Body By-laws

Attach ...

2 A file-selection dialogue box will open. Browse for and select the file that you would like to upload. Click “Open” to attach the file.



3 OnBase assigns a generic name to your file. The file name becomes visible via a link on the form. Click “Remove” if you have attached the file in error.

AC-1 Governing Body By-laws

AC-1.1 Governance By Laws.docx Remove

Attach ...

4 You may attach multiple files into any given attachment section (e.g. one per Component ACO, if necessary).

AC-1 Governing Body By-laws (4)

HPC - AC-1 Governing Body By-Laws for CYR ACO-04 App#: 99
HPC - AC-1 Governing Body By-Laws for CYR ACO-04 App#: 99
HPC - AC-1 Governing Body By-Laws for CYR ACO-04 App#: 99
HPC - AC-1 Governing Body By-Laws for CYR ACO-04 App#: 99

Attach ...

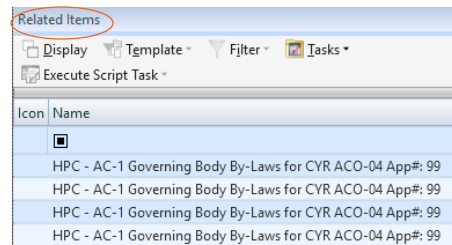
5 You may open and edit any file by clicking the link in the form.

AC-1 Governing Body By-laws (1)

HPC - AC-1 Governing Body By-Laws for CYR ACO-04 App#: 99

Attach ...

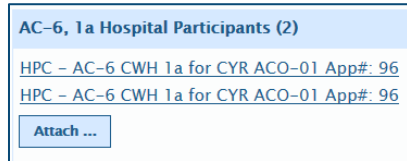
6 All attached files are displayed in the “Related Items” section.



Deleting an Attached Document

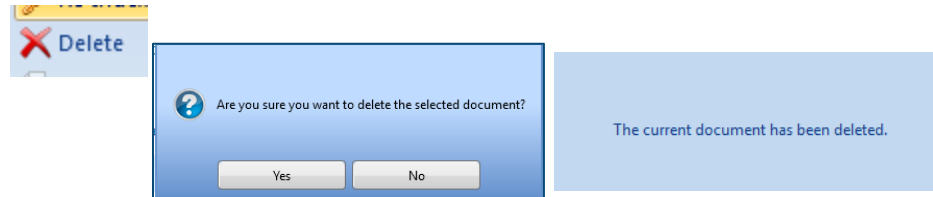
1

Two documents were attached for AC-6 1.a, one of which was attached by mistake.



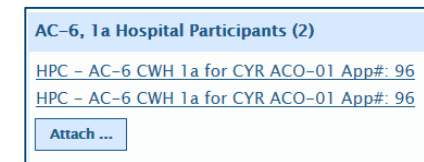
2

Double click the attachment link to open the document you wish to delete. Click the “Delete” button at the top of the page and then confirm with a “Yes” response in the dialogue box to delete. The attachment window will provide a confirmation message that the document has been deleted. Close the attachment window.



3


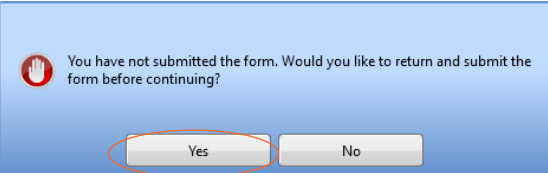


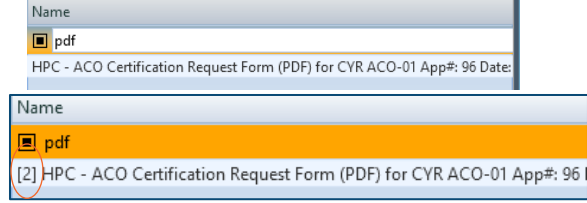
You will still see the attachment in the form, and you will be able to open and view the attachment. To verify that the document has been deleted, click “Refresh.” Then check your list of documents in the “Related Items” section. Once your Related Items is refreshed, the deleted attachment should no longer appear in that list.*



4

**Please note that the ability to view links to deleted attachments and open deleted attachments is a known bug in the OnBase system. Please use the process described above to delete documents and verify that they have been deleted. When you create a PDF Review Copy version of your submission (see next slide), the document that you deleted will NOT be included. The HPC will not use deleted attachments in reviewing your final application.*

Creating a Review Copy (PDF) of Your Application

1	<p>Save your application. (If you forget to save, OnBase will ask if you want to “submit” your application before creating your PDF. Click “Yes” to ensure that your Review Copy will reflect all your latest application changes AND to ensure that you do not lose your latest changes in the application forms themselves.)</p>	 
2	<p>Click the “Create Review Copy” button. As the system pulls together all parts of your application, some message boxes and pop-ups will appear.</p>	
3	<p>After 2-3 minutes, click “Refresh.” Then check your “Related Items” section to find your PDF, labeled “HPC – ACO Certification Request Form (PDF)”. Note that if you create a Review Copy multiple times, each version of your Review Copy will be kept in the system.</p>	 
4	<p>Double click to open the PDF document. The latest Review Copy will open. Hover over the page to see the icons for saving, printing, and showing the full Adobe Acrobat toolbar.</p>	

**Note – It may take 2-3 minutes for the system to compile and produce the PDF Review Copy. If you create multiple copies of the PDF Review Copy, a number will appear at the end of the file name in brackets (e.g. [4]). This number notes which version of the Review Copy is most current. With each new copy created, this number will increase by one.*

Questions



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Help with IT / OnBase Access



ACO Certification Application Technical Instructions

The ACO Certification Application system uses a document management software program called OnBase. Please follow these instructions to prepare your machine to access the Application.

In Internet Explorer (version 11 or higher) or other preferred browser:

1. Ensure that all pop up blockers are disabled.
2. Add https://*.onbaseonline.com to your browser's trusted sites.
3. Restart your browser.
4. Install the following items on your machine:
 - a. **Microsoft .NET Framework 4.5.2**, which can be obtained from the Microsoft Download Center at <https://www.microsoft.com/en-us/download/details.aspx?id=42643>.
 - b. **Microsoft Visual Studio 2010 Tools for Office Runtime**, which can be obtained from the Microsoft Download Center at <https://www.microsoft.com/en-us/download/details.aspx?id=48217>. Please note that the x86 version is required for 32-bit versions of Windows; the x64 version is required for 64-bit versions of Windows.
 - c. **Microsoft Visual C++ 2013 Redistributable**, which can be obtained from the Microsoft Download Center at <https://www.microsoft.com/en-us/download/details.aspx?id=40784>. Please note that the x86 version is required for 32-bit installations of the Office integrations; the x64 version is required for 64-bit installations of the Office integrations.

Then, to begin downloading the OnBase Unity Client, copy/paste the following URL into your preferred browser: https://MASSIT.onbaseonline.com/1600Unity_AE_Disabled.

If you have questions or experience any difficulties, please do not hesitate to contact the Health Policy Commission for assistance. Email us at HPC-Certification@state.ma.us.

May need to consult with your IT departments

If you or your IT department needs assistance, please contact us.

Reporting a Critical Issue with OnBase or Your Application

A critical issue is a problem that prevents you from working on your application or (e.g. OnBase access problem, application malfunction).

How to Report

- Contact Catherine Harrison or Courtney Anderson
catherine.harrison@state.ma.us (617) 757-1606
courtney.anderson@state.ma.us (617) 757-1638
- Issues will be escalated through MassIT to our OnBase support vendor.
- The HPC will respond/update you on the issue as soon as possible and within 2 business days. It may take additional time to fully resolve some issues.

Reporting Other Issues or Feedback to the HPC

This may include questions, comments, or concerns with using the OnBase application, including non-critical glitches, AND any questions about the application contents

How to Report

- **For problems or suggestions with OnBase**, fill in the online form created by the HPC:
https://massgov.formstack.com/forms/aco_onbase_help_and_feedback_form
- **For questions about the application contents or other matters**, email HPC-Certification@state.ma.us.

Weekly Office Hours for Q&A and Feedback

Join us on **weekly calls** to ask questions about the application contents or system, provide feedback, and share user tips.

● Every Thursday from 10:00 - 11:00am,
June 29 - September 28, 2017

Additional tips and information will be provided in an “**FYIs and FAQs**” document

- Will include tips for using OnBase, as well as guidance on answering specific questions in the application
- Updated copy will be sent to HPC’s ACO stakeholder distribution prior to each weekly office hours call. To be added to the distribution, email HPC-Certification@state.ma.us.